



Leicester  
City Council

Minutes of the Meeting of the  
ADULT SOCIAL CARE SCRUTINY COMMISSION

Held: TUESDAY, 29 OCTOBER 2019 at 5:30 pm

P R E S E N T:

Councillor Joshi (Chair)  
Councillor March (Vice Chair)

Councillor Batool  
Councillor Kaur Saini

Councillor Khote  
Councillor Kitterick

In Attendance

Councillor Russell – Deputy City Mayor, Social Care and Anti-Poverty

Also Present

Paul Blakey – Healthwatch Leicester

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**25. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Thalukdar, Steven Forbes and Bev White.

**26. DECLARATIONS OF INTEREST**

Councillor Joshi declared an Other Disclosable Interest in that his wife worked for the Reablement Team in Leicester City Council.

In accordance with the Council's Code of Conduct, the interest was not considered so significant that it was likely to prejudice the Councillor's judgement of the public interest. Councillor Joshi was not therefore required to withdraw from the meeting during consideration and discussion of the agenda items.

**27. MINUTES OF THE PREVIOUS MEETING**

20. Carer Strategy Update

and

#### 22. Revision to Charging Policy (ASC Non-Residential)

Where items were agreed for further scrutiny, these will be added to the work programme.

#### 17. Minutes of the Previous Meeting

##### *10. Extra Care Housing Update Including Planned Schemes*

The visit to Danbury Gardens was still pending. The Chair asked for visit timings to be amended to allow Members to attend. It was suggested one day visit and one night visit after 4.00pm be arranged in consultation with Hanover Housing.

##### *12. Adult Social Care Integrated Performance Report: Quarter 4*

members were invited to a reference group. Again, it was asked that the timing of the meeting be arranged to ensure all members on the reference group could attend.

AGREED:

that the minutes of the meeting of Adult Social Care Scrutiny Commission held on 10 September 2019 be confirmed as a correct record.

## **28. PETITIONS**

The Monitoring Officer reported that no petitions had been received.

## **29. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE**

The Monitoring Officer reported that no questions, representations or statements of case had been received.

## **30. LEICESTER SAFEGUARDING ADULTS BOARD - ANNUAL REPORT 2018/19**

Fran Pearson, the Independent Chair from Leicester Safeguarding Adults Board was at the meeting to present the report to the Scrutiny Commission.

The following points referenced in the report were brought to the attention of the Commission:

- Credit was given to the partnership working around the city.
- The Leicestershire Fire and Rescue Service Board member had initiated fire safety training for vulnerable adults.
- There was interest in finding out in more detail some of the related work around adults at risk when released from prison.
- For noting there had been some slight stalling around engagement work, but there was now an Engagement Officer in post.
- There was potential to do increasing amounts of joined up and shared thinking around young adult transitioning from children's safeguarding.

In response to Members' questions, the following was noted:

- Referral rates were referenced in the report. Officers would explore the possibility of breaking down referral data by ward and circulate to Members.
- Nationally the Office of Public Guardian was keen to engage with the adult safeguarding boards. It was early days but good relationships were being developed nationally.
- Mental capacity across the partnership work would include training with providers. Trends measured over the years largely did not see substantial changes, and patterns were stable over time.
- The report would be enhanced in future years to include data, and work with the Engagement Officer to include personal stories.
- In terms of BAME communities and the reporting rate, it related to the engagement work. There had been a hiatus with capacity but was now picking up, with work around public material, how to frame language and conversations, explore cultural issues. Data had not shifted and continued to be a priority for the board.
- With regards to thresholds, it was for professionals to decide on how to respond to an alert. Officers did not want to make the process too bureaucratic and members of the public making alerts should not need to be concerned about thresholds.
- Under Section 42 of the Care Act 2014, it was reported that in 8% of cases risk remained. It was reported there was a process (Vulnerable Adults Risk Management Programme) where round table discussions would take place about the vulnerable adult, to ensure that if risk was escalating it would be picked up by the necessary support. For each S42 enquiry officers would work to form a plan which would have a timeframe determined by the nature of the circumstances of the individual, and a review timeframe would not be fixed.
- It was queried how many people with dementia were included in data for those over the age of 75 years. Officers would extract the data to circulate to Members.
- It was observed that children's and adult's support worked well together, and there were plans to take it a stage further over the coming months.
- Arrangements for the Children's Safeguarding Board now required them to have a partnership with joint responsibilities of health, the police and local authority, and to be aligned as closely as possible with the county.
- Members asked how well participation of emergency service board members was during meetings. It was stated there was very noticeable engagement from the fire service who talked with real authority about involvement and initiatives they were supporting.
- The Ambassadors Network Coordinator role included support to peers to do their work, and to develop a network of safeguarding ambassadors.
- Final outcomes of task and finish group work on safeguarding transitions for adults to be shared with the commission when available. It was explained the legal framework was different when an individual turned 18. People may no longer be vulnerable but still required support, and guidance would be based on feedback from staff.

Councillor Russell, Deputy City Mayor, Social Care and Anti-Poverty explained that having the Safeguarding Board ensured all support agencies were around the table, so the right people could ask the right questions at the right time.

The Chair thanked the Independent Chair and officers for the report.

AGREED:

that:

1. The report be noted.
2. Breakdown of referrals data by ward be circulated to Commission Members.
3. Data on referrals and those at risk over the age of 75 years and with dementia be circulated to Commission Members.
4. Greater consideration be given to inclusion of outcomes and data in future reports
5. Final outcomes of task and finish group work on safeguarding transitions for adult to be shared with the Commission when available.

### **31. LEARNING DISABILITY STRATEGY - CONSULTATION FINDINGS**

The Strategic Director for Social Care and Education submitted a presentation to the Commission on consultation findings with regards to the Learning Disabilities Strategy and is attached to the minutes for information. Commission Members were asked to note the presentation and pass any comments to the Strategic Director for Social Care and Education.

Kate Galoppi (Head of Commissioning) and Tom Elkington (Business Change Commissioning Manager) were present to deliver the presentation. Points highlighted during the presentation were:

- Extensive consultation took place over the three months February to April 2019. Officers wanted to make sure priorities identified were right, but also to give people the opportunity to identify anything missing before the final version.
- The survey results to strategic priority areas were overwhelmingly positive.
- Next steps included a final strategy document and development of a detailed action plan and governance for sign-off by the Learning Disability Partnership Board in December 2019, with the launch planned for January 2020. The full consultation report would be published on the Council's website.
- The National Autism Self-Assessment was completed every two years and was measured against eight domains. There had been a slight downward trend for overall compliance, particularly in the planning domain.

In response to Members' questions the following points were made:

- There had been over 50 responses from individuals and those who attended organisations. It was asked if it was the organisations who had

responded and out of those, who many were from the BAME communities. It was noted the Learning Disability Strategy consultation had used different methods which included online and postal responses, consultation meetings with a mix of attendees which had provided in-depth conversations about experiences. Officers responded that a breakdown of the respondent data would be circulated to Commission Members.

- Members asked if there was any information on how many numbers of people with autism there were across the city, and how many had been helped into employment. It was noted that it was a key priority to get people who were autistic into work, and training was delivered to staff to give them a greater understanding of the spectrum.
- It was noted that nearly 1,000 staff members had undertaken training on autism via an e-learning package developed by Leicester Partnership Trust.
- In terms of creating better awareness in the general population, part of the Strategy was creating better connection with health and sporting colleagues, better access for people, making services aware so they could provide better support. There was potential for a communications strategy as a partnership board.
- The Learning Disabilities Partnership Board was multi-agency and included health, social care, education (SEND) representatives. Information was sent out to schools, colleges, GPs on appropriate systems that people could be referred into so that they could access the right process.
- The authority worked closely with organisations supporting those new to the city. Also, a lot of staff in schools were bi-lingual and had hired additional support staff.
- Members asked if a one-stop shop to raise awareness and receive referrals could be put in place. It was noted that as different advice and support was required depending on an individual's circumstances, it was not sure if a one-stop shop would be appropriate, however, the suggestion would be taken to partners to be talked about.

The Deputy City Mayor noted that, although under discussion was adults learning disabilities, she shared the frustration for young people seeking a referral, and those children over 11 years who had not been diagnosed were treated as having a mental health problem, which was an issue. She agreed that grouping people with autism under learning disabilities was dangerous, and that it was important to understand the different needs of people. It was further noted that across the council there were positions ring-fenced to offer to people with learning disability work with support.

The Chair thanked the officers for the presentation and information, and asked for an update on the Autism Strategy be brought to the Commission at an appropriate time, that data breakdown of respondents to the consultation, particularly BAME communities, be circulated to members of the Commission, and an update on the strategies to be brought to a future meeting

AGREED:

that:

1. The information provided be noted.
2. An update on the Autism Strategy be brought the Commission

- at an appropriate time.
3. The data breakdown of respondents to the consultation, particularly BAME data be circulated to the Commission.
  4. The final strategy and action plan be brought to a future meeting of the Commission.

### **32. CONTRACT & ASSURANCE 2018 ANNUAL QUALITY REPORT**

The Strategic Director for Social Care and Education submitted a report to the Commission which provided an overview of the quality of care provided by the regulated contracted organisations providing support to adult social care service users during 2018/19. Members of the Commission were recommended to note the contents of the Annual Quality Report 2018 as detailed at Appendix 1 and provide any comments to the Strategic Director for Social Care and Education.

The Deputy City Mayor introduced the report and made reference to the amount of work undertaken officers to offer the best service to ensure residents were safe, often out of hours.

Kate Galoppi (Head of Commissioning) and Annette Forbes (Contracts and Assurance) presented the key headlines from the report:

- The report demonstrates a positive and improving picture of care.
- The service oversees the provision of 250+ contracts valued at £100m per annum.
- The Care Quality Commission (CQC) reported overall quality of care and services had improved from 87.4% to 95.2%.
- Nursing care also showed a positive picture with no nursing care provider rated as inadequate.
- Demand under domiciliary care had increased but had maintained good quality provision.
- Supported living was showing as outstanding performance in Leicester and was higher than the rating for England. All contracted providers (15) were assessed by the CQC as outstanding or good.
- Annual Contract Assurance Framework visits entailed going out to meet providers and rate them against different domains to CQC. Actual compliance rates were 95%, an improving picture from the previous year.
- Supporting quality of care was an intensive process, with the team undertaking many visits.
- Case studies showed a positive turnaround when responding to concerns.
- Regular feedback was obtained from service users, and officers tried to get a good cross section of feedback.

*Councillor Kitterick left the meeting at this point.*

In response to Members' questions the following information was provided:

- Where there was non-compliance, consequences would be fed back to the

supplier. The team would work with the supplier to develop an action plan to meet compliance. Timescales would vary with short to medium term timescales of 3-6 months, depending on the issue.

- Staffing numbers in the Team included a Senior Group Manager and four Officers. The Senior provided more in-depth support to the team.
- New providers and those that had taken over an existing service would show as unrated by the CQC, but all providers would have achieved checks and balances. Also, those that were rated inadequate would not be taken on in a formal contract arrangement.
- Amended for noting was the total number of non-compliant providers (6) and the 13 assessments ongoing at page 9 in the report.
- The team had the ability to request an inspection and didn't rely solely on CQC inspections.

The Chair noted the report. He asked that thanks be passed on to all the staff that worked tirelessly to ensure contract compliance and support services were delivered to high standard.

AGREED:

that:

1. The report be noted.
2. Thanks be passed on to all the staff in the team.

### **33. ADULT AND SOCIAL CARE SCRUTINY COMMISSION WORK PROGRAMME**

Councillor March gave a briefing update on Task Group work. It was requested that the Scrutiny Policy Officer circulate notes / action points from the task group meeting to all Commission Members.

AGREED:

1. That the Commission's work programme be noted.
2. That the Scrutiny Policy officer circulate notes / action points from the task group meeting to Commission Members.

### **34. CLOSE OF MEETING**

There being no other items of urgent business, the meeting closed at 7.06pm.